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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/995,042	11/27/2001	Robert H. Wright	36968/262349	9679

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EXAMINER

VEILLARD, JACQUES

ART UNIT	PAPER NUMBER
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2175

DATE MAILED: 04/07/2004

5

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application 09/995,042	Applicant(s) WRIGHT ET AL.	
	Examiner Jacques Veillard	Art Unit 2175	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE ____ MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 27 November 2001.
- 2a) ☐ This action is **FINAL**.
- 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-47 is/are pending in the application.
- 4a) Of the above claim(s) ____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) ____ is/are allowed.
- 6) ☒ Claim(s) 1-47 is/are rejected.
- 7) ☐ Claim(s) ____ is/are objected to.
- 8) ☐ Claim(s) ____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on ____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some * c) ☐ None of:
 - 1. ☐ Certified copies of the priority documents have been received.
 - 2. ☐ Certified copies of the priority documents have been received in Application No. ____.
 - 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date ____.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. ____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: ____.

DETAILED ACTION

1. This action is responsive to the Applicant's communication filed on 11/27/2001.
2. Claims 1-47 are pending and presented for examination.
3. Claims 1, 8, 18, 25, 33, and 42 are the independent claims. Other claims are the dependent.

Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

5. Claim 1-47 are rejected under 35 U.S.C. 102(e) as being anticipated by Brandt et al. (U. S. Pat. No. 6,714,979, hereinafter Brandt).

As per claim 1, Brandt discloses a data warehouse infrastructure for managing customer service request reports (See Title, abstract and col.1, lines 20-24). In particular, Brandt's system, receiving customer data in a mainframe database system, as a data warehouse legacy system (See Fig.3 component 80, and col.6, lines 54-60); generating a report for each of a plurality of customer requests based on the customer data in the mainframe database system (See col.3, lines 49-59); providing summaries of the reports to a printer emulator, as a customer list (See col.3, line 65 through col.4, line 12); importing selected data from the report summaries into a

Art Unit: 2175

spreadsheet; and providing the spreadsheet to at least one terminal (See col.4, lines 4-23, and col.29, lines 9-14).

As per claims 2, 9 and 30, Brandt discloses the claimed invention, wherein customer data comprises customer names, locations, and service request dates (See Fig. 10 and corresponding text, and col.20, lines 14-34).

As per claims 3, 10, 11 and 31, Brandt discloses the claimed invention, wherein the selected data comprises report numbers and service request dates (See 20, lines 14-34, and col.26, lines 50-52).

As per claim 4, Brandt discloses the claimed invention, wherein customer data are received in the mainframe database system based on the plurality of customer requests (See Fig.3 component 80 as a legacy Mainframe system which comprises the backend business logical applications).

As per claim 5, Brandt discloses the claimed invention, further comprising selecting at least one report based on the selected data in the spreadsheet (See col.28, lines 56-62).

As per claim 6, Brandt discloses the claimed invention wherein a terminal operator selects the at least one report by viewing the spreadsheet (See Fig.3, component 50, col.7, lines 62-63, and col.28, lines 37-43).

As per claim 7, Brandt discloses the claimed invention, further comprising printing at least one report based on the selected data in the spreadsheet (See col.28, lines 44-55, and col.29, lines 9-11).

As per claim 8, the claim has substantially the same limitations as claim 1. These limitations have already been addressed in the rejection of claim 1. In addition, Brandt discloses the limitation of storing the reports on a storage device (See abstract, lines 5-10). Therefore, claim 8 is rejected on similar grounds corresponding to the arguments given for the rejected claim 1 above.

As per claims 12, 14 and 34, Brandt discloses the claimed invention, further comprising saving the printed reports as word processing documents (See col.27, lines 57-62, col.33, lines 10-11, and col.41, lines 47-50).

As per claim 13, Brandt discloses the claimed invention, wherein each of the reports includes a unique report number associated with it (See col.10, lines 46-49).

As per claim 15, Brandt discloses the claimed invention, wherein a file name for each saved report comprises the report number (See col.26, lines 50-52).

As per claim 16, Brandt discloses the claimed invention, further comprising connecting to the mainframe database system with a terminal emulator (See Fig.3 component 50).

Art Unit: 2175

As per claims 17, 21 and 38, Brandt discloses the claimed invention, wherein a single computer comprises the printer emulator and the terminal emulator (See Fig.3 component 50, col.28, line 44, and col.29, line 11).

As per claims 18 and 33, Brandt discloses a data warehouse infrastructure for managing customer service request reports (See Title, abstract and col.1, lines 20-24), comprising: receiving customer data, including service request dates, in a mainframe database system based on a plurality of customer requests, as a data warehouse legacy system (See Fig.3 component 80, and col.6, lines 54-60); generating a report for each of the plurality of customer requests based on the customer data in the mainframe database system (See col.3, lines 49-59); assigning a unique report number for each of the generated reports (See col.10, lines 46-49); providing summaries of the generated reports to a printer emulator, as a customer list (See col.3, line 65 through col.4, line 12); importing selected data from the provided report summaries into a spreadsheet (See col.28, line 43); connecting to the mainframe database system with a terminal emulator (See Fig.3 component 50 and corresponding text); selecting reports based on the service request date for each of the generated reports (See Fig. 10, and col.20, lines 14-34); providing the selected reports to the printer emulator (See col.28, line 44, and col.29, line 11); saving the provided reports as word processing documents (See col.27, lines 57-62, col.33, lines 10-11, and col.41, lines 47-50); and storing the saved reports on a storage device (See abstract, lines 5-10).

Art Unit: 2175

: As per claims 19 and 36, Brandt discloses the claimed invention, wherein a file name for each saved report comprises the report number (See col.26, lines 50-52).

As per claims 20 and 37, Brandt discloses the claimed invention, wherein the storage device comprises a file server (See abstract, lines 10-13, and col.3, lines 42-48).

As per claims 22 and 39, Brandt discloses the claimed invention, further comprising deleting the customer data from the mainframe database system (See col.36, lines 20-22).

As per claims 23, 24, 40 and 41, the claims have substantially the same limitations as claims 22 and 39. These limitations have already been addressed in the rejection of claims 22 and 39. Therefore, they are rejected on similar grounds corresponding to the arguments given to the rejected claims 22 and 39 above.

As per claim 35, Brandt discloses the claimed invention, further comprising storing the saved reports on a storage device (See abstract, lines 5-10).

As per claims 25 and 42, the claims contain substantially the same limitations as claims 22 and 39. These limitations have already been addressed in the rejection of claims 18 and 33. Therefore, they are rejected on similar grounds corresponding to the arguments given to the rejected claims 22 and 39 above. In addition, claims 25 and 42 include a file server in

Art Unit: 2175

communication with the computer, which is also disclose by Brandt (See abstract, lines 10-14).

The Brandt system is integrated with a database server corresponding to a file server.

As per claims 26 and 43, Brandt discloses the claimed invention, further comprising a local area network in communication with the file server (See col.12, lines 1-12).

As per claims 27 and 44, Brandt discloses the claimed invention, wherein the stored reports are accessible from the local area network (See col.9, lines 50-67).

As per claims 28 and 45, Brandt discloses the claimed invention, wherein the computer further comprises a spreadsheet (See col.28, lines 56-62).

As per claims 29 and 46, Brandt discloses the claimed invention, wherein selected data from the printed report summaries are imported into the spreadsheet (See col.28, 37-43).

As per claims 32 and 47, Brandt discloses the claimed invention, wherein the printed reports are stored on the file server as word processing documents (See col.27, lines 57-62, col.33, lines 10-11, and col.41, lines 47-50).

Other Prior Art Made of Record

- | | | |
|----|---------------|---------------------------|
| 6. | Devine et al. | U. S. Pat. No. 6,631,402, |
| | Brandt et al. | U. S. Pat. No. 6,377,993, |

Art Unit: 2175

Cutrell et al.	U. S. Pat. No. 6,141,777,
Bowman-Amuah	U. S. Pat. No. 6,449,588,
Fisher et al.	U. S. Pat. No. 6,212,511, and
Zaremba, Jr.	U. S. Pat. No. 6,216,164.

Conclusion

7. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

8. **Any response to this action should be mail to:**

Commissioner of Patent and Trademarks

Washington, D.C. 20231

Or faxed to:

(703) 746-7239 (for formal communication intended for entry)

Or:

(703) 746-7240 (for informal of draft communications, please label

"PROPOSED" or "DRAFT")

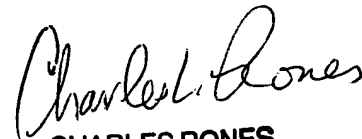
Hand - delivered responses should be brought to Crystal Park II, 2021 Crystal Drive, Arlington.

VA, Fourth Floor Lobby (Receptionist Telephone No. (703) 305-3900).

9. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jacques Veillard whose telephone number is (703) 305-7094. The examiner can normally be reached Monday through Friday from 9:30 AM to 4: 30 PM.

Art Unit: 2175

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Dov Popovici, can be reached on (703) 305-3830. The fax phone number for this group is (703) 308-5403.


CHARLES RONES
PRIMARY EXAMINER



Jacques Veillard
Patent Examiner TC 2100

April 1, 2004